

Annual Report
July 1, 2013 to June 30, 2014
DD Waiver Ombudsman Program

History The Indiana General Assembly created the DD Waiver Ombudsman Program in 1999. (IC 12-11-13-1) The Program became effective in July of that year. The program applies to an individual who has a developmental disability and who receives services under one of the Medicaid Waiver Programs.

Annual Report IC 12-11-13-13 requires an annual report on the operations of the program be prepared. A copy of the report shall be provided to (1) the governor, (2) the legislative council (must be in an electronic format under IC 5-14-6), (3) the division, (4) the members of the commission on developmental disabilities established by IC 2-5-27.2-2. The report to the commission shall be annually or upon the request of the commission.

2014 Members of the Legislative Council Members: President Pro Tempore David Long, Chairperson 317-232 9416 s16@in.gov, Speaker Brian Bosma, Vice-Chairperson 317-232-9677 h88@in.gov, Sen. James Merritt 800-382-9467 s31@iga.in.gov, Sen. Brandt Hershman 800-382-9467 s7@iga.in.gov, Sen. Brent Steele 800-382-9467 s44@iga.in.gov, Sen. Patricia Miller 800-382-9467 s32@iga.in.gov, Sen. James Arnold 800-382-9467 s8@iga.in.gov, Sen. Timothy Lanane 800-382-9467 s25@iga.in.gov, Sen. Jean Breaux 800-382-9467 s34@iga.in.gov, Rep. Kathy Kreag Richardson 800-382-9841 h29@iga.in.gov, Rep. William Friend 800-382-9841 h23@iga.in.gov, Rep. Eric Turner 800-382-9841 h32@iga.in.gov, Rep. Matthew Lehman 800-382-9841 h79@iga.in.gov, Rep. Vanessa Summers 800-382-9842 h99@iga.in.gov, Rep. Scott Pelath 800-382-9842 h9@iga.in.gov, Rep. Linda Lawson 800-382-9842 h1@iga.in.gov, Staff: George T. Angelone, Attorney for the Council, James Landers, Fiscal Analyst for the Council

2014 Indiana Commission On Developmental Disabilities Members: Sen. Ronald Grooms, Chairperson 800-382-9467 s46@iga.in.gov, Sen. Jean Breaux 800-382-9467 s34@iga.in.gov, Rep. Wes Culver 800-382-9841 h49@iga.in.gov, Rep. Sheila Klinker 800-382-9842 h27@iga.in.gov, Sally Lowery, Suda Hopkins, Betty Williams, Christopher Durcholz, Susan Ferwerda Hoback, Bettye Dunham, Scott Sefton, Sharon Kooi, Staff:

Kathy Norris, Fiscal Analyst for the Commission, Ann Naughton, Attorney for the Commission

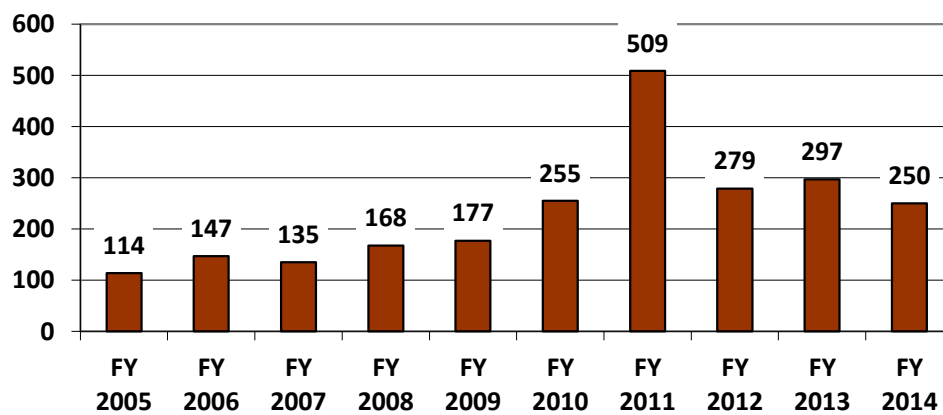
Purpose The Ombudsman receives, investigates, and attempts to resolve complaints and concerns that are made by or on behalf of individuals who have a developmental disability and who receives services under one of the Medicaid Waiver programs.

Outcome The desired outcomes of the program are: Complaints are addressed, investigated, and when possible resolved; promote effective coordination among programs that provide legal services for individuals with developmental disabilities, the division, providers for waiver services to individuals with developmental disabilities and providers of other necessary or appropriate services.

Issues by waiver addressed from July 1st 2013 to June 30th 2014

| Type of Complaint | CIH Waiver Total | FSW Waiver Total | TBI Waiver Total | A&D Waiver Total |
|---|---------------------------------|---------------------------------|---------------------------------|-------------------------------------|
| APS Assistance | 18 | | | |
| Appeals | 5 | 3 | | 7 |
| Assisted Living Financial | | | | |
| Complaint about BDDS | 3 | | | |
| Complaint about BQIS | 1 | 1 | | |
| Need Communication device | | 1 | | |
| Family/Others Exploitation | 13 | | | |
| Behavior Management | 8 | | | |
| Behavior/ Legal Assistance/Need A Guardian | 14 | | | |
| Case Management | 2 | 1 | 1 | 1 |
| Comm. Hab. Health/Safety | 2 | | | |
| Comm. Transition | 1 | | | |
| Crisis Assistance / Abuse /Death of Parents | 8 | 1 | | |
| Environmental Mod | | 1 | | |
| Health Care -Health/Safety | 8 | | | |
| Hum. Rights/POA/ Guardian Includes staff as POA- Guardian | 29 | 1 | | |
| Independence Assistance | 7 | | | |
| Medicaid /Waiver Eligibility | 19 | 6 | | |
| Respite | 1 | | | |
| RHS Abuse | 1 | | | |
| RHS Exploitation/neglect | 6 | | 1 | 1 |
| RHS Financial | 4 | 2 | | |
| RHS Other | 3 | 1 | | |
| RHS Prob. Habitable Reside | 1 | | | |
| RHS Services | 5 | 2 | | 1 |
| RHS Staffing | 6 | | | |
| RHS Treat/Respect | | | | |
| RHS-Health/Safety Includes issues with family/community person interfering with services | 42 | 3 | | |
| Sexual Assault/other sexual | 8 | | | |

Ombudsman Complaints



*In FY 2010 there were an additional 201 complaints as a result of new position on Human Rights Committee, not previously included in counts.

*In FY 2010 there were an additional 31 complaints about Medicaid Eligibility not previously included in counts.

*In FY 2011 there were an additional 185 complaints as a result of position on Human Rights Committee.

*In FY 2012 there were an additional 31 complaints as a result of position on Human Rights Committee.

*In FY 2013 there were no complaints involving Human Rights Committee due to the State no longer reviewing them.